

**DATE:** May 05, 2023,  
**TO:** Holders of the AHCCCS Contractor Operations Manual  
**FROM:** DHCS Contracts and Policy  
**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM)

This memo describes additions and/or revisions to the ACOM. For questions regarding policy updates email the Contracts and Policy Unit at: [DHCMContractsandPolicy@azahcccs.gov](mailto:DHCMContractsandPolicy@azahcccs.gov).

### **INFORMATION REGARDING COVID-19**

AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the ACOM. In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

### **NAME CHANGE**

Effective April 1, 2021, Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) due to Behavioral health integration. Refer to Laws 2019, 1<sup>st</sup> Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC-RBHA Contractors. AHCCCS is in the process of revising all pertinent documents to reflect this change.

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### **AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS**

*To view the AHCCCS Contract and Policy Dictionary, please access the following link:*

### **[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The AHCCCS Contract and Policy Dictionary provides a centralized location for definitions that are utilized in various ACOM and AMPM Policies. A hyperlink to the location of the AHCCCS Contract and Policy Dictionary has been added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. However, some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy; those terms/definitions will remain in the Policy and will include a statement indicating 'For purposes of this Policy only'.

*To view the AHCCCS Related Acronyms, please access the following link:*

### **[AHCCCS RELATED ACRONYMS](#)**

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## **UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

*To view the policies and attachments, please access the following link:*

### **[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)**

#### **ACOM POLICY 110 – MENTAL HEALTH PARITY**

ACOM Policy 110 is being removed from the Approved Not Yet Effective with an effective date of 05/04/23. Refer to Revision Memo dated 05/02/23 for a list of changes.

#### **ACOM POLICY 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION**

ACOM Policy 414 was revised to adhere to National Committee for Quality Assurance (NCQA) requirements and Contract alignment.

- **ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TABLE**

Attachment A was revised for readability and adherence to NCQA requirements.

- **ATTACHMENT B – LEGAL SERVICES PROGRAM**

No changes.

- **ATTACHMENT C – NOTICE OF EXTENSION TEMPLATE**

Attachment C was revised for readability.

#### **POST PUBLIC COMMENT CHANGES:**

On May 02, 2023, AHCCCS issued a memo to Health Plans to notify of the following:

The effective date of the ACOM Policy 414 and Attachments is May 1, 2023. AHCCCS understands the Health Plans may require additional time to implement changes to Attachment A and C. Due to the required changes, AHCCCS will allow a grace period until July 1, 2023, for the templates to be updated. Please email questions and concerns to [medicalmanagement@azahcccs.gov](mailto:medicalmanagement@azahcccs.gov).